



Missouri Department of Natural Resources

Water Protection And Soil Conservation Division Public Drinking Water Program

MODEL

Emergency Operating Plan For Public Water Supplies

Introduction

- What Is This Plan?
- What Is An Emergency?
- Why Should You Do This Plan?
- How To Use This Plan

Instructions

- Emergency Notification Phone Call
- Emergency Notification Form
- Other Suggestions
 - Record of Changes
 - Plan Copy Holders

PUBLIC WATER SYSTEM MODEL EMERGENCY OPERATING PLAN

INTRODUCTION

WHAT IS THIS PLAN?

This Model gives you a tool to develop an emergency plan that is specific for your system. Filling in the blanks in this plan will help get you ready for an emergency.

WHAT IS AN EMERGENCY?

There are different levels of emergencies and each needs a different level of response:

- Routine Problems: Utility personnel can handle. An example is a single main break.
- Minor Emergency: Utility personnel can handle with longer shifts. An example is multiple main breaks.
- Major Emergency: Outside help is needed. Use of mutual aid agreements may be needed.
- Disaster: Repairs are beyond the immediate capability of the utility. Repairs will take more than a week and overtime will be needed for an extended period of time. A disaster is from an event such as a flood, tornado or severe winter storm.

Routine problems and minor emergencies must be taken care of quickly or they can turn into major emergencies. An example is a main break that is not repaired quickly. The break could cause contamination that affects a large portion of the system because the break went without repair. The problem has now grown and the mains in the affected area must be flushed and disinfected. So in addition to having to fix the break, crews must also flush and disinfect multiple mains, taking much more work than if the repair had occurred quickly.

During major emergencies and disasters, ask for help from neighboring utilities and from contractors. A major emergency or disaster threatens public health. Most utilities cannot provide safe water in these times without help. Talk to your neighbors and to contractors now, before an emergency, about helping during a disaster. Guidelines for mutual aid agreements are in Appendix H.

This plan is for major emergencies and disasters but has information that could be used in minor emergencies. This plan can be used for emergencies such as winter storms, tornado, earthquake, drought, flooding, contamination (biological or chemical), nuclear release, terrorism, tampering and general security.

WHY SHOULD YOU DO THIS PLAN?

You are required to have an emergency plan by Missouri State Law. Missouri State Law says:

. . . Each supplier of water to a community water system shall develop and implement a plan for assuring, to the extent practicable, continuous water service under emergency conditions . . .

Emergency operation plans . . . must include as a minimum:

- (A) Designation of a coordinator and key personnel to be on call under emergency conditions;*
- (B) Designation of personnel authorized to expend funds under emergency conditions;*
- (C) A list of quarterly-updated home and office telephone numbers . . . ;*
- (D) A list of alternative water systems . . . ;*
- (E) An inventory of equipment available under emergency conditions;*
- (F) Written emergency procedures*

. . . In addition, the Public Health Security and Bioterrorism Response Act of 2002 requires water systems serving over 3,300 people and above to complete vulnerability assessments, to be submitted to EPA, followed by an emergency response plan.

Many types of disasters can happen in Missouri. Events such as tornadoes, earthquakes, and floods are likely. Even if you are hit by a disaster, you still need to send safe drinking water to your customers. If you have not planned for an emergency, making safe water will be more difficult. A plan will not guarantee that you can still give customers safe water, but a plan helps you respond quickly. Figuring out what to do is easier now, when you have time to think, than after something happens.

HOW TO USE THIS PLAN

This plan gives you:

- X checklists for emergencies
- X checklists to fill out before emergencies
- X general procedures for specific emergencies
- X information in the Appendices to help during emergencies
- X a place to keep phone numbers and emergency directions.

The Emergency Plan Information form in the Emergency Information section is for listing phone numbers and names of companies that usually supply chemicals and equipment. This form also tells who does what in emergencies. The next sections provide checklists of what to do before, during and after emergencies. The following section gives general information for operations for specific potential emergencies that may be encountered by Missouri water utilities. The appendices give information about government agencies and names and phone numbers of companies that supply chemicals, equipment, and other services.

INSTRUCTIONS

You probably already have all the information asked for in this plan. But this information is probably not in one place. You will need to take some time to fill in the blanks that ask for phone numbers and names. The more blanks you fill in, the more helpful this plan will be during an emergency. When filling out the form, ask yourself if you are giving enough information that somebody else could use it. You may be busy with your family, on vacation, or ill when an emergency happens and somebody else will have to keep the water system working.

The **Emergency Plan Information** form in *Emergency Information* section should be filled out first. You should then look at the sections that are applicable to your system. For example, if you have a groundwater source with no treatment, you would use the *Who Does What*, the *Groundwater*, the *Distribution*, and the *Maps* sections. There are blanks in these sections to help you prepare for an emergency. The questions are to help you think about problems now, before an emergency. You may not have a good answer to a question. If you do not, think about what you can do to your system to help prepare better for emergencies. For example, the road to the wells cannot be used in a flood and you do not have a boat. You might ask the fire department or some customers if they have a boat you could use in a flood.

The *General Procedures for Specific Emergencies* should be referenced when filling out the water system information. This section gives additional information for specific emergencies.

The appendices do not have any blanks to fill in. The appendices are for reference and have information to help you during an emergency. Add information to the appendices if you want.

This plan is not any good if you do not keep it up-to-date.

- X Phone numbers and names on the emergency form should be checked every three months.
- X When someone tells you about a phone number change, make the change on the **Emergency Plan Information** right away.
- X This Plan should be checked every year. Changes in the water system should be noted. Make sure that people offering boats or other equipment can still give it to you in an emergency.

EMERGENCY NOTIFICATION PHONE CALL

The form on the next page is the form used by MDNR to document an emergency notification by phone. This form is included to let you know what kind of information MDNR will want to know. Before making a phone call to MDNR to tell them of an emergency situation, look at the form to help collect your thoughts. The form can also be used to see if you have collected all the information that may be requested. However, do not wait to get all the information before calling MDNR. It is more important to keep MDNR informed than to wait for all the information.

**PUBLIC DRINKING WATER PROGRAM
EMERGENCY NOTIFICATION FORM**

Person calling: _____ Date: _____
Position: _____ Time: _____
PWS name: _____ ID No: _____
PWS location (including county): _____
Person to call back (including position): _____
When: _____
Where: Home _____ Office _____
Cell _____ Pager _____
Radio frequency _____ Other _____

OR, the PWS will call MDNR at _____
(date and time)

Describe problem(s) and cause(s) (Ask about security, source, treatment, contamination, distribution system, storage, equipment failure, outage, shortage):

A – Federal & State Agencies
B - Private Agencies
C - Chemical Suppliers
D - Equipment Suppliers
E- Contractor Services
F - Communications
G - Transportation
H – Alternative Potable Water
I- Laboratories
J – Chlorine Emergencies
K - Chemical Safety
L - Hazardous Materials
M - Media Contacts
N – Financial Assistance

How many people do you serve: _____ How many affected: _____(%)
How many service connections: _____ How many affected: _____(%)
Do you serve any other towns or water districts? _____
Who? _____

Production, Storage, Pumping Capacity

Total storage capacity _____gal. Water in storage now _____gal.
Can you still produce water? YES / NO Are you losing pressure? _____
Will you run out of water? YES / NO If yes, when? _____
What parts and how much of the system are affected?

**PUBLIC DRINKING WATER PROGRAM
EMERGENCY NOTIFICATION FORM (continued)**

Water Quality

Will you run out of chemicals? YES / NO

If yes, which? _____ When? _____

What parts and how much of the system are affected?

Have samples been sent to a lab? YES / NO When? _____

What tests will be run (bacteriological, biological, radiological, organics, VOC, etc.)?

What has PWS done to solve the problem / What is planned?

(Has Community Emergency Manager been notified?)

Have customers been notified? YES / NO How? _____

Are emergency interconnections or mutual aid agreements available? YES / NO

With whom? _____

How long to activate _____

What other agencies have PWS contacted? _____

What is PWS requesting of PDWP?

What information/technical assistance was given to the PWS?

Person taking the call (name and title): _____

OTHER SUGGESTIONS

The best response to an emergency uses these ideas:

- X Safety is first
- X Know who makes decisions
- X Teamwork
- X Each person knows his or her emergency job
- X Repair priorities are set
- X Customer priorities are set
- X Talk to customers and reporters
- X Keep written records and take pictures for insurance and government funds.

RECORD OF CHANGES

DATE	SECTION/PAGES REPLACED	AUTHORIZATION

PLAN COPY HOLDERS

AGENCY/PERSON	LOCATION	NUMBER OF COPIES